

Virtual machine image is black in multimonitor Full Screen after the upgrade to Parallels Desktop 12 for Mac and above

- Parallels Desktop for Mac Pro Edition 12
- Parallels Desktop for Mac Standard Edition 12
- Parallels Desktop for Mac Business Edition 14
- Parallels Desktop for Mac Standard Edition 14
- Parallels Desktop for Mac Pro Edition 14
- Parallels Desktop for Mac Business Edition 15
- Parallels Desktop for Mac Business Edition 12
- Parallels Desktop for Mac Business Edition 13
- Parallels Desktop for Mac Pro Edition 13
- Parallels Desktop for Mac Standard Edition 13
- Parallels Desktop for Mac Pro Edition 15
- Parallels Desktop for Mac Standard Edition 15

Issue

- I have upgraded Parallels Desktop for Mac, and now my virtual machine's display image is black on an external monitor in Full-Screen.

Cause

Starting from version 12, Parallels Desktop for Mac supports only native macOS Full-Screen mode. After the upgrade, your virtual machine is now using the native macOS full-screen mode.

Any other application on a Mac will behave the same way: after entering the full-screen with the external monitor attached, the image on the external display will be black. This is a native macOS behavior, see the below discussions for more details:

- [Dual monitors and fullscreen fiasco, is there a workaround?](#)
- [Why does Mac OS X turn off monitor #2 when an application is maximized on monitor #1?](#)

Solution

1. Go to **Apple logo > System Preferences > Mission Control**.
2. Enable **Displays have separate Spaces** option.
3. Log out from a Mac user account and log in back.
4. Enter Full-Screen view mode with your virtual machine. To extend virtual machine to the external display go to View menu of the virtual machine > **Use All Displays in Full Screen**